



STAFF UNION INTERNAL CIRCULAR

SU/CIRC/4
December 2007

KNOWLEDGE MANAGEMENT

The ILO Staff Union runs on efficiency in communication, knowledge sharing and the management of information. The membership of the Committee is drawn from across the Office, including both headquarters and the regions. Our network of stewards further enables the Union to reach a wide cross-section of staff. During their two-year term of office, Committee members are often called upon to represent the Union in various working groups, negotiations, personal cases, and meetings with staff and representatives of the administration. In order to ensure that the Committee, and in particular the Bureau, is fully aware of all activities undertaken in its name by its designated representatives, and to preserve as much information as possible for the future, the Staff Union Committee shall implement the following policies on knowledge management, based on the principles of transparency and communication.

General Considerations

1. Whenever a decision is taken, or a discussion entered into in the name of the Staff Union or the Staff Union Committee, the members of the Committee shall be made aware of the content and outcome of any such representation. In such cases, a short note for the Secretariat files shall be prepared (see Annex I).
2. The note should clearly indicate the date and location of the meeting as well as its participants. In most instances, it will only be necessary to reflect the main points discussed and decisions taken.
3. When the Union is to meet with a representative of the Administration, it is always preferable to have at least two Union representatives present at the meeting.
4. The General Secretary shall receive a copy of each minute for information¹. The Secretariat shall receive a copy to keep a running file of all such records, and shall distribute the information to other relevant officials as necessary and appropriate.

¹ See Paragraph 11 of the *Standing Orders of the Staff Union Committee (Annex II of the Staff Union Rules)*

Working Groups and Joint Bodies

5. A copy of the agenda for any working group meeting should be sent to the Staff Union Secretariat.
6. Following the meeting, a minute of the meeting should be produced, and provided to all Staff Union members of the working group.
7. For joint working groups involving representatives of both the Staff Union Committee and the Administration, the normal method is to alternate the party responsible for producing a joint note from the meeting. In such a case, when the Staff Union representative is responsible for drafting the note, s/he shall send a draft to their counterpart in the Administration for comments, corrections and eventual agreement, as well as to the other Staff Union representatives in the group. Copies of all minutes should be made available to SUC Regional representatives.
8. The working group coordinator, or members of the working group may be called upon to produce a short summary of the working group's progress, for communication to the membership.

Negotiations

9. When the Staff Union is engaged in negotiations, the lead negotiator shall be responsible for keeping track of all draft versions of the collective agreement as it is being negotiated. The versions shall be saved using filenames that are understandable and that distinguish one version of the draft agreement from another.
10. In the case of meetings with the Administration for the purposes of negotiating a collective agreement, a more detailed minute shall be produced. This will reflect, in as much detail as possible, the arguments presented by each side in support of their positions. Points of agreement should be clearly recorded as such.
11. The lead negotiator or members of the negotiating team may be called upon to produce a short summary of the status of negotiations, for communication to the membership. It should be clarified as to what information remains confidential during the negotiation, and what information may be communicated publicly.

Internal Union Discussions

12. The Union often relies on written communications, primarily via email, in its deliberations.
13. At the earliest possible stage, parties privy to such discussions shall determine the extent to which the information shall be disseminated. This will be clearly noted in the initial communication on a given subject, and shall be revisited if other representatives are to be consulted.

14. The Bureau shall be informed of any and all such communications.
15. The Committee shall be consulted before any decision is taken in its name.
16. All parties shall exercise the utmost caution to protect the confidentiality of internal Union discussions, until such time as the information is deemed as public.

Personal Cases

17. Representing individual members of staff remains one of the important activities of the Staff Union. In carrying out this function, the Staff Union must at all times respect the confidentiality of the individual and of the process.
18. Owing to such considerations of confidentiality, the representative shall make a determination, with the agreement of the affected staff member; to what extent they will involve the Staff Union Legal Adviser, the Coordinator of Personal Cases or any other Committee member related with the case.
19. Incident reports (see Annex II) shall be used to track personal cases. Information provided in these reports shall serve two purposes: First, the information shall be used by the Union to manage personal cases, with confidentiality respected at all times; Second, the information may be generalized and aggregated, in order to assist the Union in the development and promotion of particular policy solutions.

Regions

20. Two-way communication with the regions is critical for the Staff Union to effectively represent all staff. To this end, titular members² and substitute members³ are elected to the Staff Union Committee by members of the Union employed in their respective regions, to represent Union members in that region. Every effort shall be undertaken to ensure a full complement of substitute members in the Committee. In addition, a Field Staff Coordinator⁴ is elected by the Staff Union Committee and acts as a liaison with members serving outside of headquarters.
21. The Union seeks to promote open exchanges of information with the regions on an ongoing basis. Titular and substitute members shall communicate information provided by headquarters to the Union representatives throughout their regions, and shall relay the concerns and inputs of Union members in the regions to the Staff Union Committee.
22. The substitute members or the Field Staff Coordinator will make periodic reports to the Staff Union Committee. These reports shall focus on the current events and important

² Art. 22 c), *Staff Union Rules*

³ Art. 22 d), e), *Staff Union Rules*

⁴ Par. 2(iii) of the *Standing Orders of the Staff Union Committee (Annex II of the Staff Union Rules)*

developments in the region(s) under their responsibility. At least four such reports shall be made each year for each region.

23. When developing policy, negotiating collective agreements, or engaging in other activities that will impact strongly on the field, every effort shall be taken to seek the views of Union representatives and Union members in the field.
24. Any activity or communication on official matters within the regions, and between headquarters and the regions, shall be copied to the Secretariat. Copies should also be provided to the General Secretary for information.

Missions

25. When undertaking an official mission on behalf of the Staff Union, a mission report will be produced. The mission report shall be sent to the President for transmission to the Committee, with a copy to the Secretariat, within three weeks of the end of the mission. If two persons are travelling together, a joint mission report will be produced.

Bureau Meetings

26. The Bureau shall, from time to time, invite those responsible for specific issues to provide updates. These updates shall include current developments, trends, and key policy issues related to the topic under consideration.
27. Bureau meetings are developed on informal basis and it is not necessary to make any minute, except special circumstances

Committee Meetings

28. All members of the Staff Union Committee shall make every effort to attend all Committee meetings. Should unavoidable and extenuating circumstances preclude such attendance, the Committee member shall provide a justification for his / her absence.
29. Items shall be placed on the Agenda in advance of each Committee meeting, and no later than during the adoption of the agenda. This is intended to clarify the issues to be addressed during the meeting, allow for smooth management of the meeting, and efficient production of the PV.

Union Stewards

30. Union Stewards play an important role in carrying out the work of the Staff Union Committee, and in representing the staff in their respective constituencies.⁵ A Stewards' Coordinator is elected by the committee⁶, and is responsible to liaise with and coordinate the work of the Union Stewards.

⁵ Art. 27 and 28, *Staff Union Rules*

⁶ Par. 2(ii) of the *Standing Orders of the Staff Union Committee (Annex II of the Staff Union Rules)*

31. Periodic meetings shall be held to ensure effective communication and sharing of information between the Committee and the Union Stewards. At least two members of the Staff Union Committee shall attend the meeting of the Union Stewards. A PV of the meeting shall be produced, and shared with all members of the Staff Union Committee for information.
32. The Stewards' Coordinator will provide periodic reports on the key issues faced by Union Stewards, or raised by Stewards in the course of their meetings. At least four such reports shall be made each year.

MEETING REPORT

ILO Staff Union

Date:	Time:
Location / Department:	
Present (representing):	
Subject:	
Description:	
Link with Policies / Working Groups:	
Share with:	
Representative (name / title):	

INCIDENT REPORT

ILO Staff Union

It is important that we are aware of incidents that happen in the ILO. This report will be dealt with in the strictest confidence and none of the information you have given the Staff Union will be passed to a third party without your express permission.

Date of Incident:		Time of Incident:	
Location / Department:			
Staff Directly Involved (and role):			
Witnesses:			
Type of Problem (check all that apply):			
<input type="checkbox"/> Contract / Precarious	<input type="checkbox"/> Recruitment	<input type="checkbox"/> Job Classification	<input type="checkbox"/> Termination
<input type="checkbox"/> Harassment	<input type="checkbox"/> Mobbing	<input type="checkbox"/> Terms / Conditions	<input type="checkbox"/> Performance Review
<input type="checkbox"/> Training Opportunity	<input type="checkbox"/> Other (please specify):		
Description:			
Related to Ongoing Case?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If Yes, Brief Description:			
Representative (name / title):			
Informal Resolution Sought?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
How Resolved?			
Formal Resolution Sought?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
What Level?			
<input type="checkbox"/> HRD	<input type="checkbox"/> JAAB	<input type="checkbox"/> IRG (for classification)	<input type="checkbox"/> ILOAT
How Resolved?			